

QUALITY ASSURANCE SURVEILLANCE PLAN

For: Patient Satisfaction Surveys

Contract Number: TBD

Contract Description: Conduct Patient Experience Surveys for the VISN 23 Primary and Specialty Medicine Service Line

Contractor's name: TBD

1. PURPOSE

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What will be monitored.
- How monitoring will take place.
- Who will conduct the monitoring.
- How monitoring efforts and results will be documented.

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

2. GOVERNMENT ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate surveillance activities.

a. Contracting Officer (CO) - The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance.

Assigned CO: James McDavitt

Organization or Agency: Department of Veterans Affairs, Network 23 Contracting Office NCO23

b. Contracting Officer's Representative (COR) - The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The COR shall keep a quality assurance file. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

Assigned COR: Becky Rutt, Staff Assistant VISN 23 Primary and Specialty Medicine Service Line

c. Other Key Government Personnel – Michael Koopmeiners, MD, Medical Director VISN 23 Primary and Specialty Medicine Service Line

3. CONTRACTOR REPRESENTATIVES

The following employees of the contractor serve as the contractor's program manager for this contract.

a. Program Manager – Marsha Herke, HSS VISN 23 Primary and Specialty Medicine Service Line

4. PERFORMANCE STANDARDS

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

| Task | ID | Indicator | Standard | Acceptable Quality Level | Method of Surveillance | Incentive | Rating |
|-------------------|----|---|--|---|---|-----------|--|
| Survey Form | 1 | Scannable survey form is developed | Scannable survey is developed within 30 days of contract award that meets or exceeds the SOW criteria. | Acceptable scannable survey is provided 100% of the time | Review/ approval of survey form by VISN 23 PSM Service Line | none. | Excellent = < 30 days Satisfactory = 30 days Unsatisfactory = > 30 days |
| Survey Collection | 2 | Survey collection and data is collated for the months of March - December | Surveys are collected and data is collated monthly | Surveys are collected and data is collated monthly 100% of the time | COR reviews the # of survey's on the monthly data analysis report & compares to previous months | none | Satisfactory = surveys are collected and collated Unsatisfactory = not done |

| Task | ID | Indicator | Standard | Acceptable Quality Level | Method of Surveillance | Incentive | Rating |
|-----------------------------------|----|--|---|---|---|-----------|---|
| Data Analysis & report generation | 3 | Data analysis for the months of March - December | Monthly data analysis received by the 15 th of each month for surveys collected from the preceding month | Data analysis is completed monthly 100% of the time | VISN 23 PSM SL receives a report monthly via email that contains data that has been analyzed according to contract specifications | none | Satisfactory = data analysis completed & returned by 15th Unsatisfactory = not done |
| Annual Report | 4 | Annual summary/trend report is developed | Annual summary/trend report is sent to the VISN 23 PSM Service Line by February 15 th after the close of the survey year | Summary/trend report is completed yearly 100% of the time | VISN 23 PSM Service Line Receives a report | none | Satisfactory = annual data analysis completed & returned by Feb 15th Unsatisfactory = not do |

6. METHODS OF QA SURVEILLANCE

Various methods exist to monitor performance. The COR and VISN 23 PSM SL Leadership shall use the surveillance methods listed below in the administration of this QASP.

- a. Email/Direct Communication. Contractor will submit survey, monthly reports and annual report via email to the COR and VISN 23 PSM SL Leadership.
- b. Compare invoice to monthly report. The COR will compare the monthly invoice (number of surveys) to the number of survey's listed on the data analysis.

7. RATINGS

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

Excellent = Exceeds Standards
Satisfactory = Meets Standards
Unsatisfactory = Fails To Meet Standards

8. DOCUMENTING PERFORMANCE

a. ACCEPTABLE PERFORMANCE

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

b. UNACCEPTABLE PERFORMANCE

When unacceptable performance occurs, the COR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR shall document the discussion and place it in the COR file.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the contractor's program manager.

The contractor shall acknowledge receipt of the CDR in writing. The CDR will specify if the contractor is required to prepare a corrective action plan to document how the contractor shall correct the unacceptable performance and avoid a recurrence. The CDR will also state how long after receipt the contractor has to present this corrective action plan to the COR. The Government shall review the contractor's corrective action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

9. FREQUENCY OF MEASUREMENT

a. Frequency of Measurement.

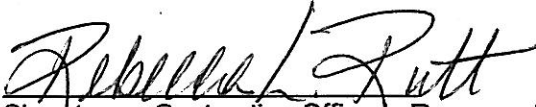
During contract performance, the COR will review performance monthly.

b. Frequency of Performance Assessment Meetings.

The COR shall meet with the contractor quarterly to assess performance and shall provide a written assessment.



Signature – Contractor Program Manager



Signature – Contracting Officer's Representative